3 — Service Software Instructions

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Phoenix installation steps in brief

Prerequisites

Recommended hardware requirements:

- Computer processor: Pentium 700 MHz or higher
- RAM 256 MB
- Disk space 100-300 MB

Supported operating systems:

- *Windows 2000* Service Pack 3 or higher
- *Windows XP* Service Pack 1 or higher

Context

Phoenix is a service software for reprogramming, testing and tuning phones.

Phoenix installation contains:

- Service software support for all phone models included in the package
- Flash update package files for programming devices
- All needed drivers for:
  - PKD-1 (DK2) dongle
  - DKE-2 USB cable

    Note: Separate installation packages for flash update files and drivers are also available, but it is not necessary to use them unless there are updates between *Phoenix* service software releases. If separate update packages are used, they should be used after *Phoenix* and data packages have been installed.

The phone model specific data package includes all changing product specific data:

- Product software binary files
- Files for type label printing
- Validation file for the faultlog repair data reporting system
- All product specific configuration files for *Phoenix* software components

  Note: *Phoenix* and phone data packages should only be used as complete installation packages. Uninstallation should be made from the *Windows* Control Panel.

To use *Phoenix*, you need to:

Steps

1. Connect a PKD-1 (DK2) dongle to the computer parallel port.
2. Install *Phoenix*.
3. Install the phone-specific data package.
4. Configure users.
5. Manage connection settings (depends on the tools you are using).
   - Update FPS-10 software

     Note: There is no need to activate FPS-10.
   - Activate SX-4 smart card, if you need tuning and testing functions.

     Note: When FPS-10 is used only for product software updates, SX-4 smart card is not needed.

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Results

Phoenix is ready to be used with FPS-10 flash prommer and other service tools.

Installing *Phoenix*

Prerequisites

- Check that a dongle is attached to the parallel port of your computer.
- Download the *Phoenix* installation package (for example, *phoenix_service_sw_2004_39_x_xx.exe*) to your computer (in *C:|TEMP*, for instance).
- Close all other programs.
- Depending on your operating system, administrator rights may be required to install *Phoenix*.
- If uninstalling or rebooting is needed at any point, you will be prompted by the InstallShield program.

Context

At some point during the installation procedure, you may get the following message:

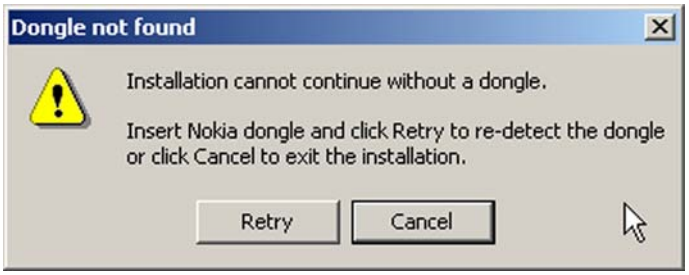
Dongle not found
Installation cannot continue without a dongle.
Insert Nokia dongle and click Retry to re-detect the dongle or click Cancel to exit the installation.
Retry
Cancel

Figure 3 Dongle not found

This may be a result of a defective or too old PKD-1 dongle.

Check the COM/parallel ports used. After correcting the problem, you can restart the installation.

For more detailed information, please refer to *Phoenix* Help files.

> **Tip:** Each feature in *Phoenix* has its own Help function, which can be activated while running the program. Press the **F1** key or the feature's **Help** button to activate a Help file.

Steps

1. To start the installation, run the application file (for example,*phoenix_service_sw_2004_39_x_xx.exe*).
2. In the *Welcome* dialogue, click **Next**.

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3. Read the disclaimer text carefully and click **Yes**.

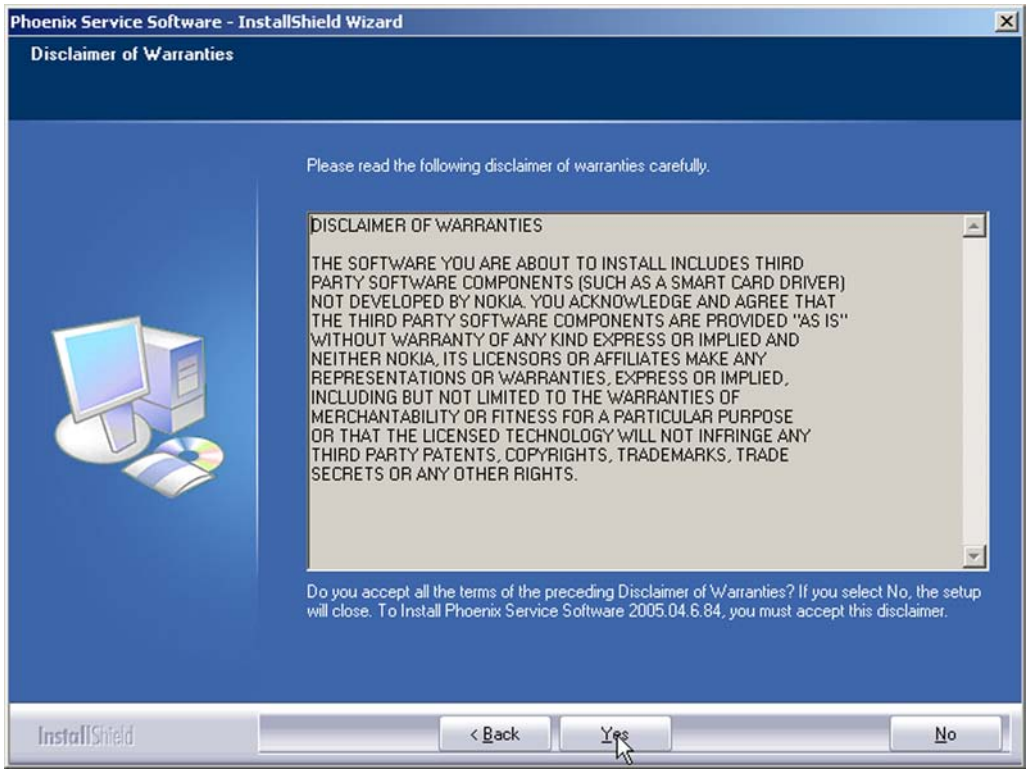
Phoenix Service Software - InstallShield Wizard
Disclaimer of Warranties
Please read the following disclaimer of warranties carefully.
DISCLAIMER OF WARRANTIES
THE SOFTWARE YOU ARE ABOUT TO INSTALL INCLUDES THIRD PARTY SOFTWARE COMPONENTS (SUCH AS A SMART CARD DRIVER) NOT DEVELOPED BY NOKIA. YOU ACKNOWLEDGE AND AGREE THAT THE THIRD PARTY SOFTWARE COMPONENTS ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND EXPRESS OR IMPLIED AND NEITHER NOKIA, ITS LICENSORS OR AFFILIATES MAKE ANY REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR THAT THE LICENSED TECHNOLOGY WILL NOT INFRINGE ANY THIRD PARTY PATENTS, COPYRIGHTS, TRADEMARKS, TRADE SECRETS OR ANY OTHER RIGHTS.
Do you accept all the terms of the preceding Disclaimer of Warranties? If you select No, the setup will close. To Install Phoenix Service Software 2005.04.6.84, you must accept this disclaimer.
InstallShield
< Back
Yes
No

Figure 4 Disclaimer text

4. Choose the destination folder.
   The default folder *C:|ProgramFiles|Nokia|Phoenix* is recommended.
5. To continue, click **Next.**
   To choose another location, click **Browse** (not recommended).
6. Wait for the components to be copied.
   The progress of the installation is shown in the *Setup Status* window.
7. Wait for the drivers to be installed and updated.
   The process may take several minutes to complete.
   If the operating system does not require rebooting, the PC components are registered right away.
   If the operating system requires restarting your computer, the Install Shield Wizard will notifies about it.
   Select **Yes...** to reboot the PC immediately or **No...** to reboot the PC manually afterwards.
   After the reboot, all components are registered.

   Note: *Phoenix* does not work, if the components have not been registered.

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8. To end the installation, click **Finish**.

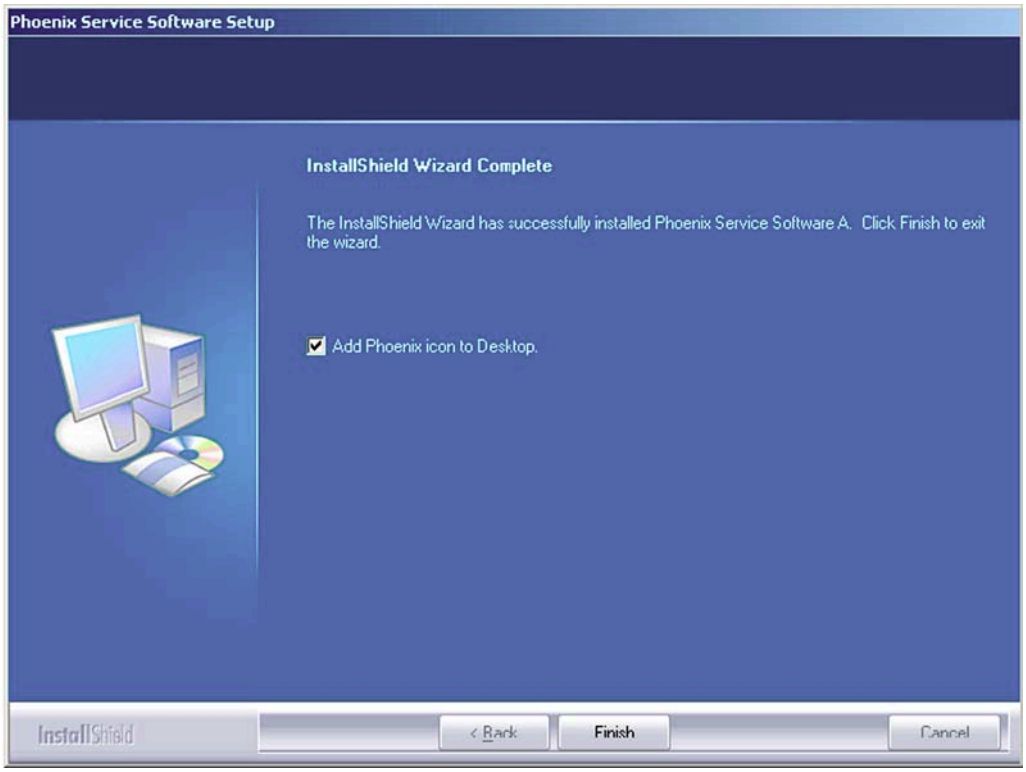
Phoenix Service Software Setup
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed Phoenix Service Software A. Click Finish to exit the wizard.
Add Phoenix icon to Desktop.
InstallShield
< Back
Finish
Cancel

Figure 5 InstallShield Wizard Complete

Next actions

After the installation, *Phoenix* can be used after:

- installing phone model specific data package for *Phoenix*
- configuring users and connections

FPS-10 flash prommer can be used after updating their flash update package files.

Updating *Phoenix* installation

Context

- If you already have the *Phoenix* service software installed on your computer, you need to update the software when new versions are released.
- To update *Phoenix*, you need to follow the same steps as when installing it for the first time.
- When you are updating, for example, from version **a14_2004_16_4_47** to **a15_2004_24_7_55**, the update will take place automatically without uninstallation.
- Always use the latest available versions of both *Phoenix* and the phone-specific data package. Instructions can be found in the phone model specific Technical Bulletins and phone data package *readme.txt* files (shown during installation).
- If you try to update *Phoenix* with the same version you already have (for example, **a15_2004_24_7_55** to **a15_2004_24_7_55**), you are asked if you want to uninstall the existing version. In this case you can choose between a total uninstallation or a repair installation in a similar way when choosing to uninstall the application from the *Windows* Control Panel.
- If you try to install an older version (for example, downgrade from **a15_2004_24_7_55** to **a14_2004_16_4_47**), installation will be interrupted.

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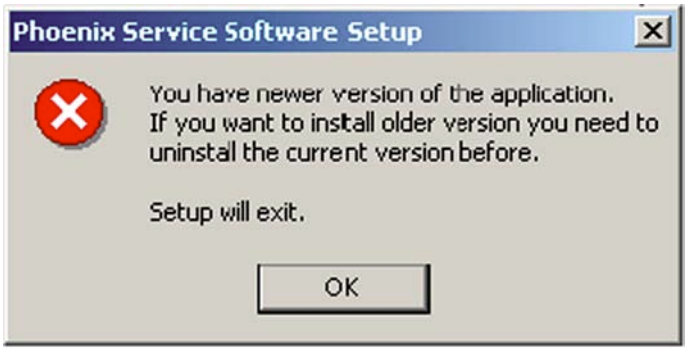
Phoenix Service Software Setup
You have newer version of the application.
If you want to install older version you need to uninstall the current version before.
Setup will exit.
OK

Figure 6 Installation interrupted

- Always follow the instructions on the screen.

Steps

1. Download the installation package to your computer hard disk.
2. Close all other programs.
3. Run the application file (for example, *phoenix_service_sw_2004_39_x_xx.exe*).

Results

A new *Phoenix* version is installed and driver versions are checked and updated.

Uninstalling *Phoenix*

Context

You can uninstall *Phoenix* service software manually from the *Windows* Control Panel.

Steps

1. Open the **Windows Control Panel**, and choose **Add/Remove Programs**.

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2. To uninstall *Phoenix*, choose **Phoenix Service Software→Change/Remove→Remove** .

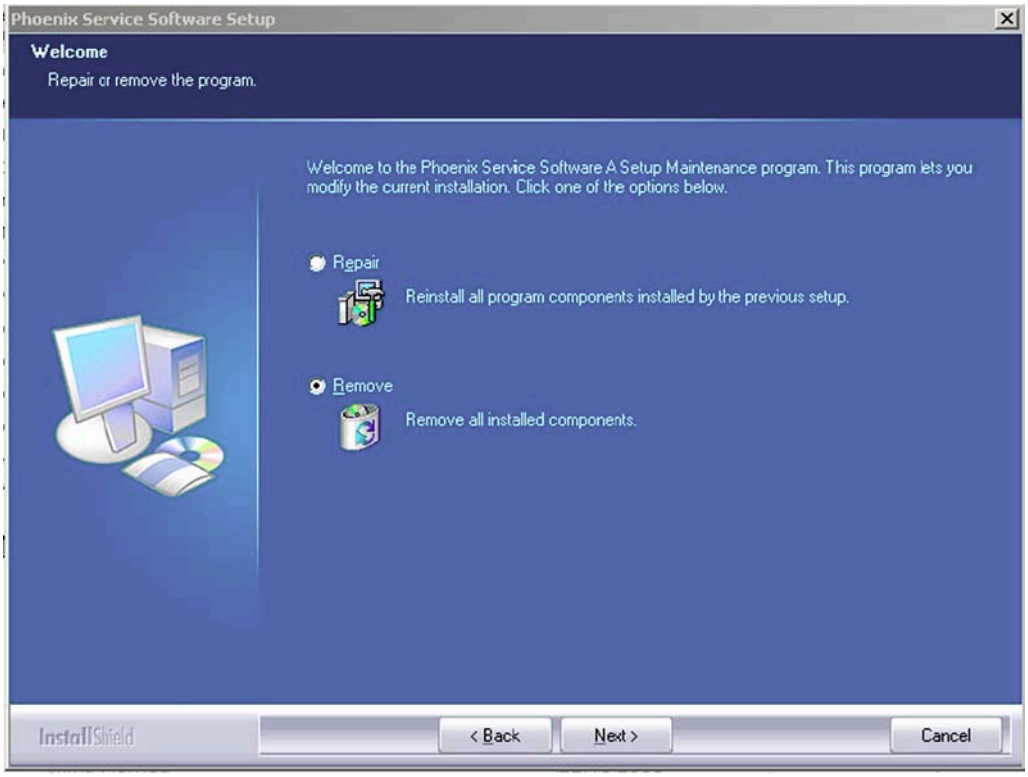
Phoenix Service Software Setup
Welcome
Repair or remove the program.
Welcome to the Phoenix Service Software A Setup Maintenance program. This program lets you modify the current installation. Click one of the options below.
Repair
Reinstall all program components installed by the previous setup.
Remove
Remove all installed components.
InstallShield
< Back
Next >
Cancel

Figure 7 Remove program

The progress of the uninstallation is shown.

3. If the operating system does not require rebooting, click **Finish** to complete.

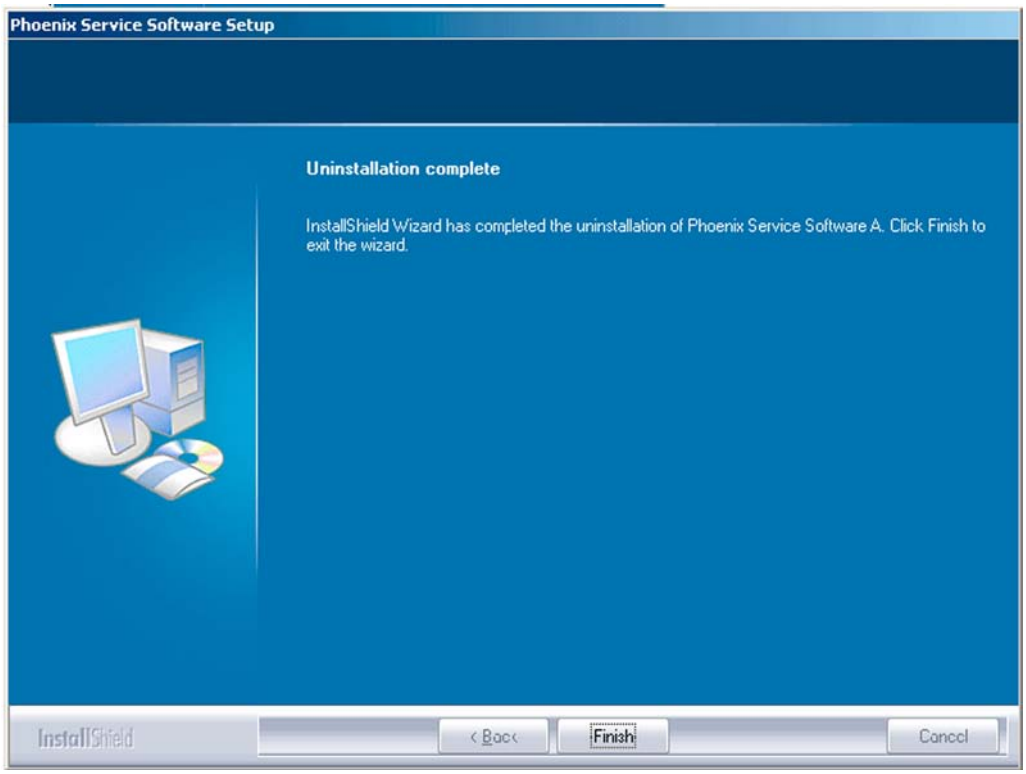
Phoenix Service Software Setup
Uninstallation complete
InstallShield Wizard has completed the uninstallation of Phoenix Service Software A. Click Finish to exit the wizard.
InstallShield
< Back
Finish
Cancel

Figure 8 Finish uninstallation

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If the operating system requires rebooting, InstallShield Wizard will notify you. Select **Yes...** to reboot the PC immediately and **No...** to reboot the PC manually afterwards.

Repairing *Phoenix* installation

Context

If you experience any problems with the service software or suspect that files have been lost, use the repair function before completely reinstalling *Phoenix*.

Note: The original installation package (for example, *phoenix_service_sw_a15_2004_24_7_55.exe*) must be found on your PC when you run the repair setup.

Steps

1. Open **Windows Control Panel→Add/Remove Programs** .
2. Choose **Phoenix Service Software→Change/Remove** .
3. In the following view, select **Repair**.

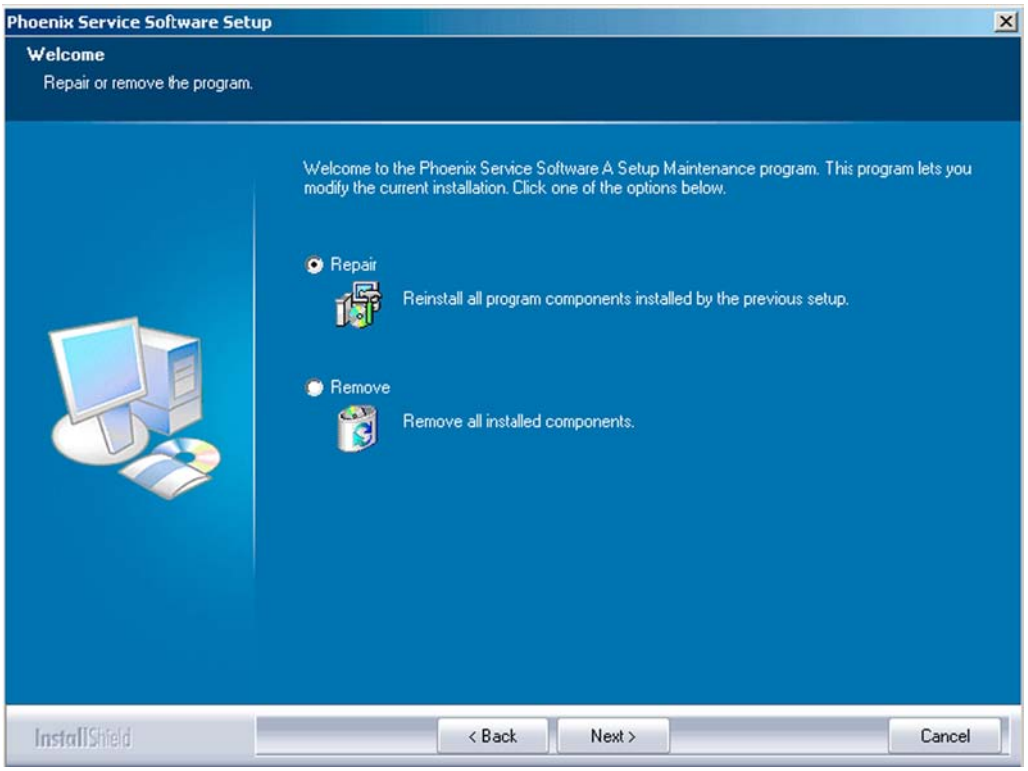
Phoenix Service Software Setup
Welcome
Repair or remove the program.
Welcome to the Phoenix Service Software A Setup Maintenance program. This program lets you modify the current installation. Click one of the options below.
Repair
Reinstall all program components installed by the previous setup.
Remove
Remove all installed components.
InstallShield
< Back
Next >
Cancel

Figure 9 Repair program

Phoenix reinstalls components and registers them.

The procedure is the same as when updating *Phoenix*.

4. To complete the repair, click **Finish**.

Phone data package overview

Each product has its own data package (DP). The product data package contains all product-specific data files to make the Phoenix service software and tools usable with a certain phone model.

The phone data package contains the following:

- Product software binary files

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- Files for type label printing
- Validation file for the fault log repair data reporting system
- All product-specific configuration files for Phoenix software components

Data files are stored in **C:\Program Files\Nokia\Phoenix** (default).

Installing phone data package

Prerequisites

- A phone-specific data package contains all data required for the *Phoenix* service software and service tools to be used with a certain phone model.
- Check that a dongle is attached to the parallel port of your computer.
- Install *Phoenix* service software.
- Download the installation package (for example, *XX-XX_dp_EA_v_1_0.exe*) to your computer (for example, in C:\TEMP).
- Close all other programs.

(XX-XX = type designator of the product)

If you already have *Phoenix* installed on your computer, you will need to update it when a new version is released.

> **Note:** Often *Phoenix* and the phone-specific data package come in pairs, meaning that a certain version of *Phoenix* can only be used with a certain version of a data package. Always use the latest available versions of both. Instructions can be found in phone-specific Technical Bulletins and *readme.txt* files of data packages.

Steps

1. To start the installation, run the application file (for example, *XX-XX_dp_EA_ v_1_0.exe*),

   Wait for the installation files to be extracted.

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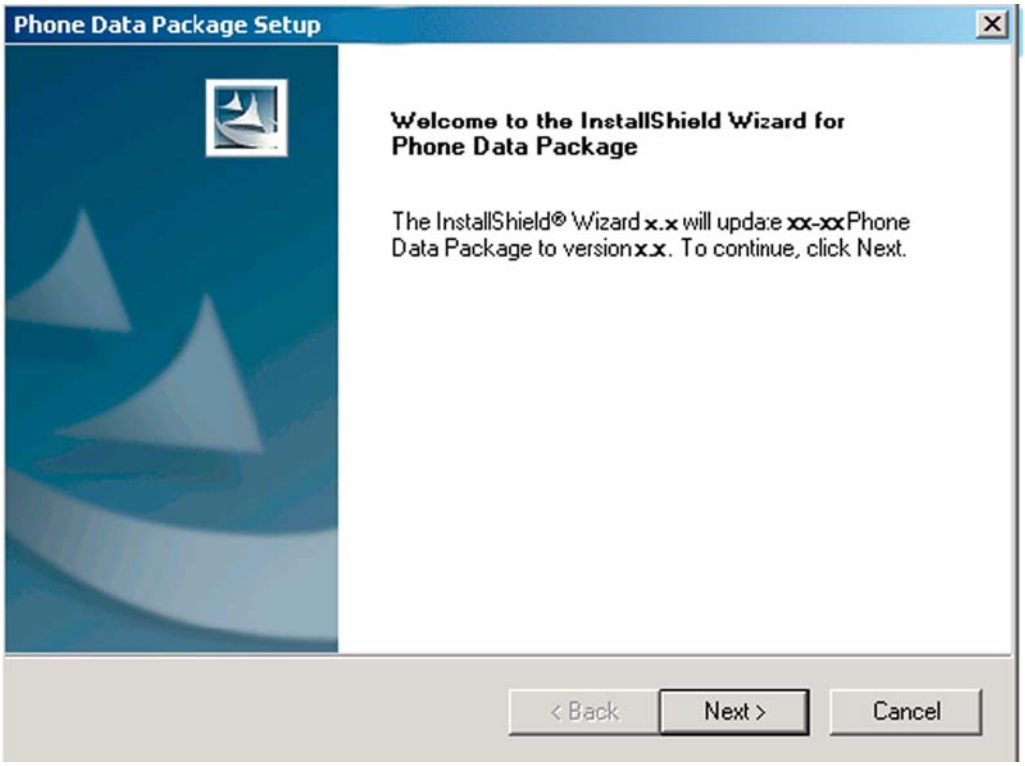
2. Click **Next**.


Phone Data Package Setup
Welcome to the InstallShield Wizard for Phone Data Package
The InstallShield® Wizard x.x will update xx-xx Phone Data Package to version xx. To continue, click Next.
< Back
Next >
Cancel

3. In the following view you can see the contents of the data package. Read the text carefully. There is information about the *Phoenix* version required with this data package.

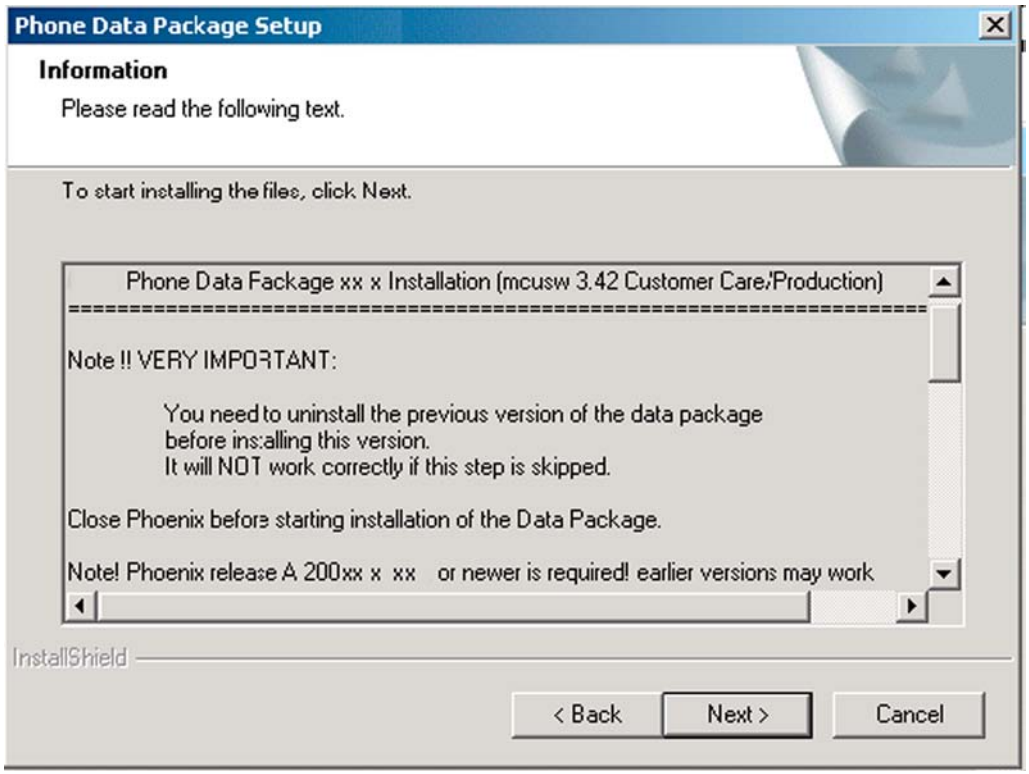

Phone Data Package Setup
Information
Please read the following text.
To start installing the files, click Next.
Phone Data Package xx x Installation (mcusw 3.42 Customer Care/Production)
Note !! VERY IMPORTANT:
You need to uninstall the previous version of the data package before installing this version.
It will NOT work correctly if this step is skipped.
Close Phoenix before starting installation of the Data Package.
Note! Phoenix release A 200xx x xx or newer is required! earlier versions may work
InstallShield
< Back
Next >
Cancel

Figure 10 Data package setup information

4. To continue, click **Next**.

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5. Choose the destination folder, and click **Next** to continue.

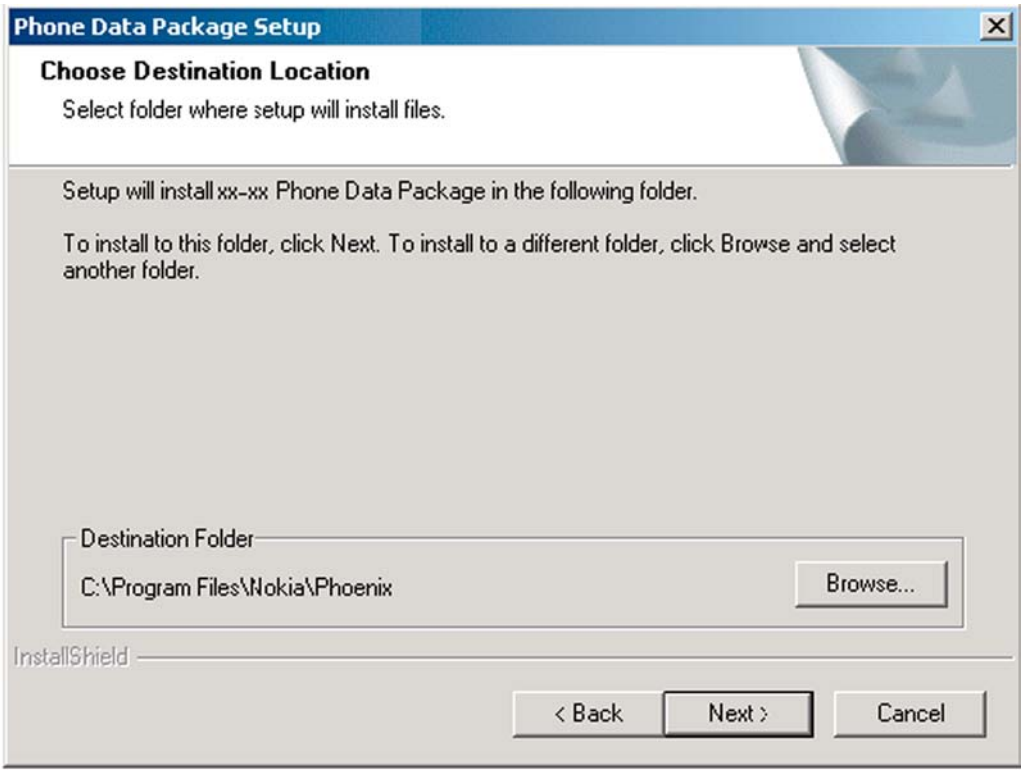
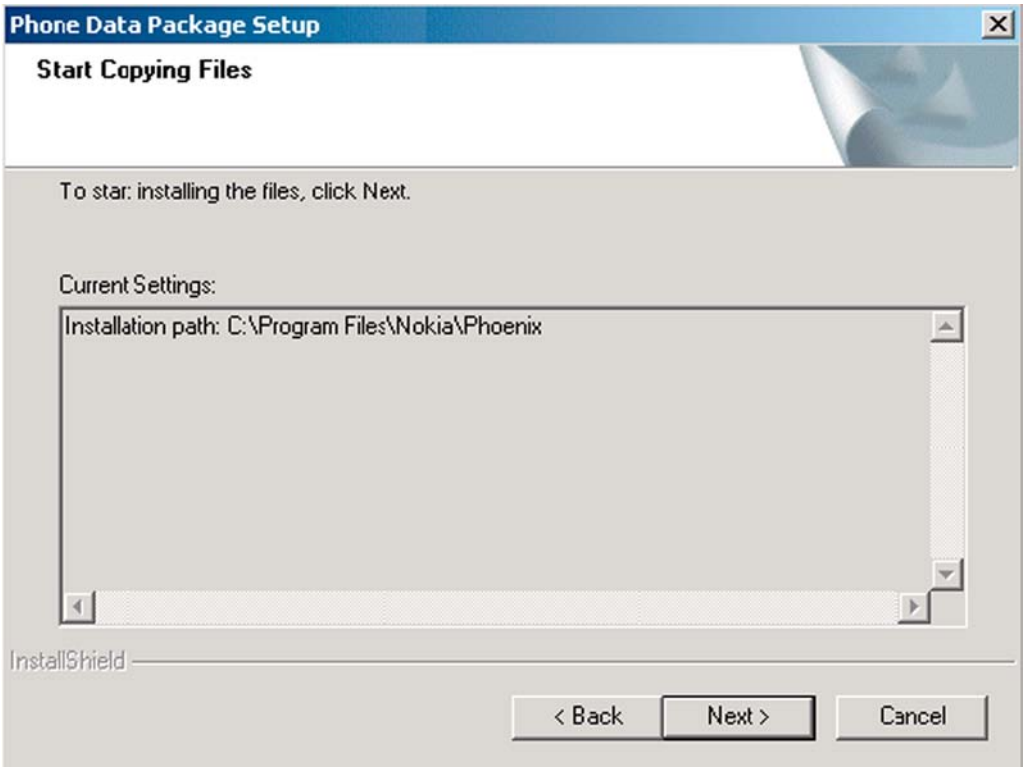

Phone Data Package Setup
Choose Destination Location
Select folder where setup will install files.
Setup will install xx-xx Phone Data Package in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\Program Files\Nokia\Phoenix
Browse...
InstallShield
< Back
Next >
Cancel

Figure 11 Data package destination folder

The InstallShield Wizard checks where *Phoenix* is installed, and the directory is shown.

6. To start copying the files, click **Next**.



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Phone model specific files are installed. Please wait.

7. To complete the installation, click **Finish**.

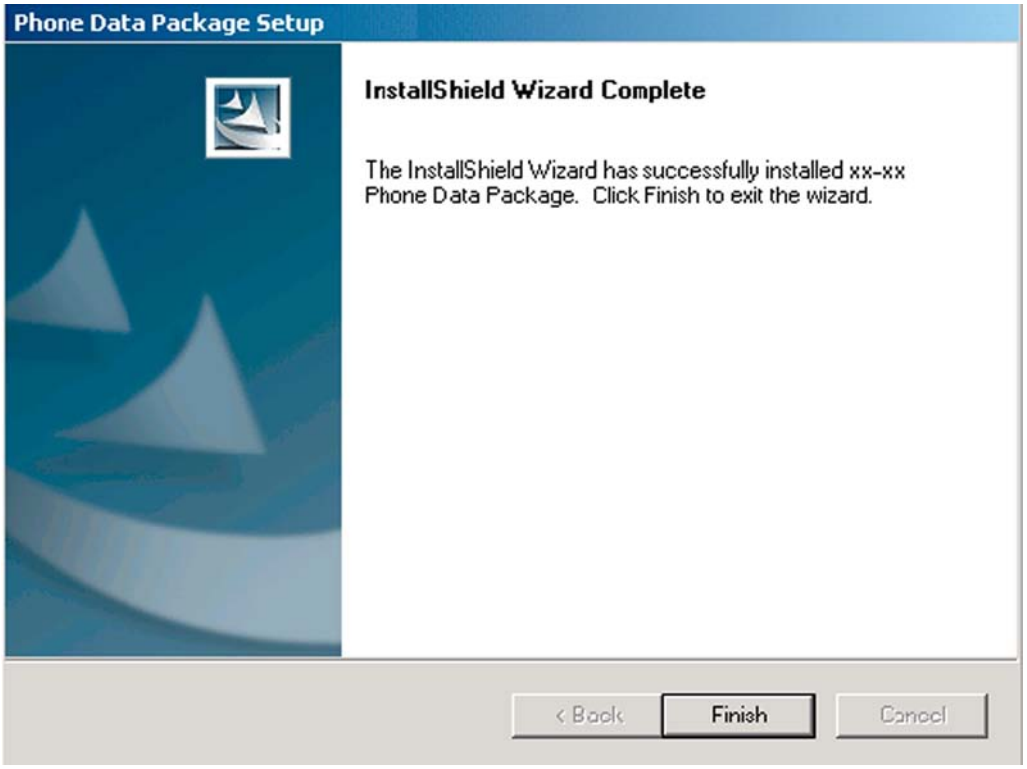
Phone Data Package Setup
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed xx-xx Phone Data Package. Click Finish to exit the wizard.
< Back
Finish
Cancel

Figure 12 InstallShield Wizard Complete

Next actions

Phoenix can be used for flashing phones and printing type labels after:

- Configuring users
- Managing connections

FPS-10 can be used after updating their flash update package files.

Uninstalling phone data package

Context

There is no need to uninstall an older version of a data package, unless instructions to do so are given in the *readme.txt* file of the data package and bulletins related to the release.

Please read all related documents carefully.

Steps

1. Locate the data package installation file (e.g. *XX-XX_dp_EA_v_1_0.exe*) from your computer.
2. To start the uninstallation procedure, double-click the data package installation file.

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3. To uninstall the data package, click **OK** or to interrupt the uninstallation, click **Cancel**.

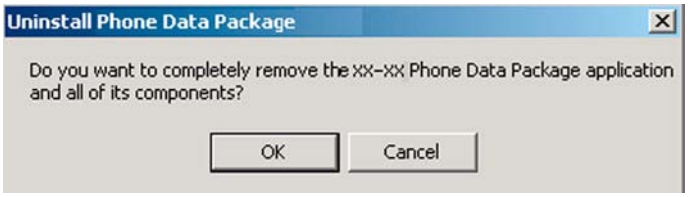
Uninstall Phone Data Package
Do you want to completely remove the xx-xx Phone Data Package application and all of its components?
OK
Cancel

Figure 13 Uninstalling phone data package

4. When the data package is uninstalled, click **Finish**.

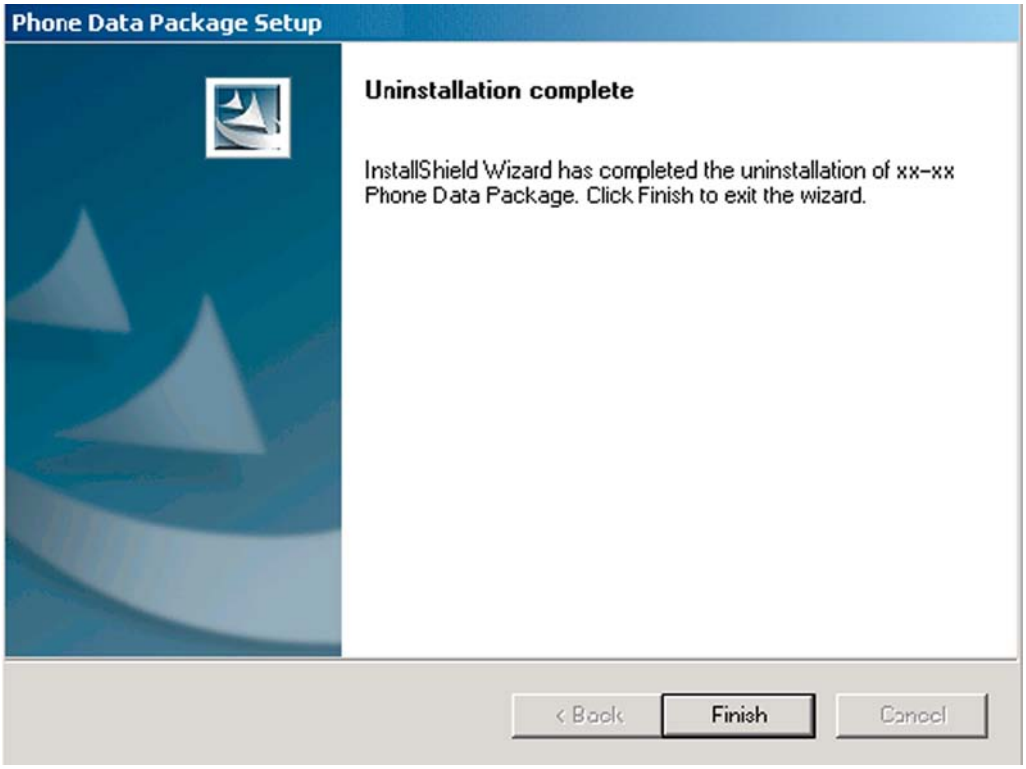
Phone Data Package Setup
Uninstallation complete
InstallShield Wizard has completed the uninstallation of xx-xx Phone Data Package. Click Finish to exit the wizard.
< Back
Finish
Cancel

Figure 14 Finishing data package uninstallation

Alternative steps

- You can also uninstall the data package manually from **Control Panel→Add/Remove Programs→xx-xx* Phone Data Package** . (*= type designator of the phone).

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Configuring users in *Phoenix*

Steps

1. Start *Phoenix* service software, and log in.

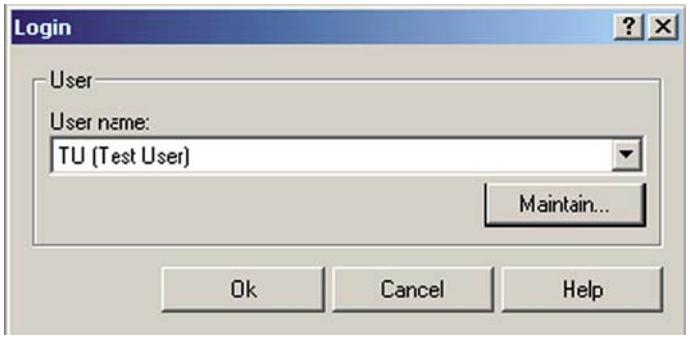

Figure 15 Phoenix login

   If the user ID is already configured, select s/he from the *User name* drop-down list, and click **OK**.
2. To add a new user, or to edit existing ones, click **Maintain**.
3. To add a new user, click **New**.
4. Type in the name and initials of the user, and click **OK**.
   The user is added to the user name list.
5. Select the desired user from the *User name* drop-down list, and click **OK**.

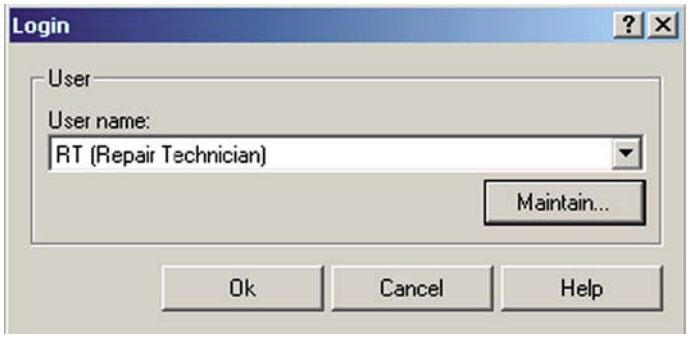

Figure 16 New user configured

Managing connections in *Phoenix*

Context

With the **Manage Connections** feature you can edit and delete existing connections or create new ones.

> **Note:** After choosing the desired connection, and connecting the phone to a PC for the first time, allow the PC to install the USB device drivers first. Please note that this may take some time to complete.
>
> If there are problems after the driver installation, check that the USB connection is active from the **Windows Control Panel**. If the problem persists, contact the local PC support.

Steps

1. Start *Phoenix*, and log in.
2. Choose **File→Manage Connections...** .

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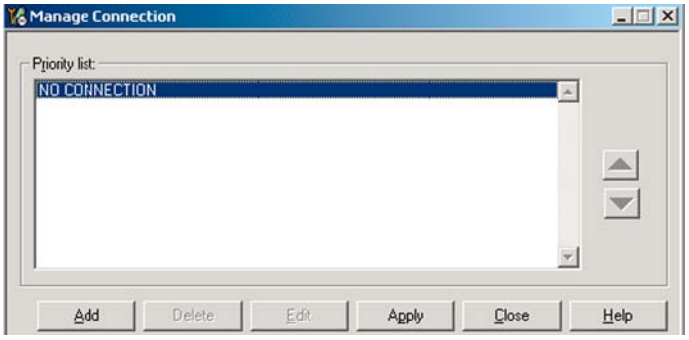
3. To add a new connection, click **Add**.



4. Select **Manual** mode, and click **Next** to continue.

   If you want to create the connection using the Connection Wizard, connect the tools and a phone to your PC. The wizard will automatically try to configure the correct connection.

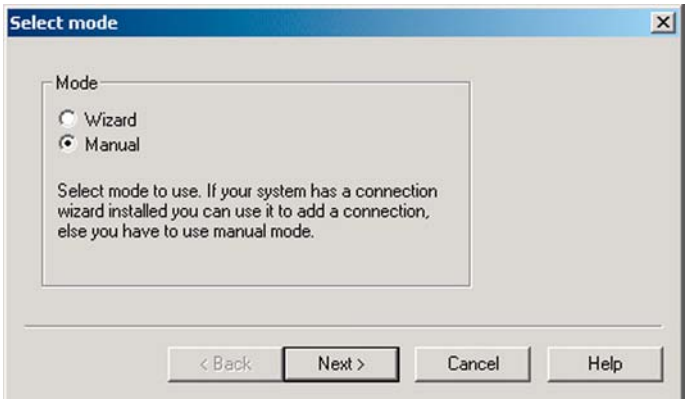

Select mode
Mode
Wizard
Manual
Select mode to use. If your system has a connection wizard installed you can use it to add a connection, else you have to use manual mode.
< Back
Next >
Cancel
Help

Figure 17 Select mode: Manual

i For an FPS-10 flash prommer with a **USB Connection**, choose the following connection settings:
   - Media: **FPS-10 USB**
   - DEVICE_INDEX: **0**
   - SERIAL_NUM: See Serial No from the label attached to the bottom of FPS-10
   - ACTIVE_MEDIA: **USB**

ii For an FPS-10 flash prommer with a **LAN connection**, choose the following connection settings:
   - Media: **FPS-10 TCP/IP**
   - NET_SERV_NAME: Click **Scan...**. Choose your own FPS-10 device based on the correct MAC address. See Serial No from the label attached to the bottom of your FPS-10.
   - PORT_NUM: Use the default value, and click **Next**.
   - PROTOCOL_FAMILY: Use the default value, and click **Next**.
   - SOCKET TYPE: Use the default value, and click **Next**.
   - TX_BUFFER_SIZE: Use the default value, and click **Next**.
   - RX_BUFFER_SIZE: Use the default value, and click **Next**.

iii For an FPS-8 flash prommer, choose the following connection settings:
   - Media: FPS-8
   - PORT_NUM: COM Port where FPS-8 is connected
   - COMBOX_DEF_MEDIA: **FBUS**

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iv For a plain **USB connection**, choose the following connection settings:

Note: First connect the DKE-2 USB cable between the PC USB port and phone.

- Media: USB

5. To complete the configuration, click **Finish**.
6. Click the connection you want to activate. Use the up/down arrows located on the right hand side to move it on top of the list, then click **Apply**.

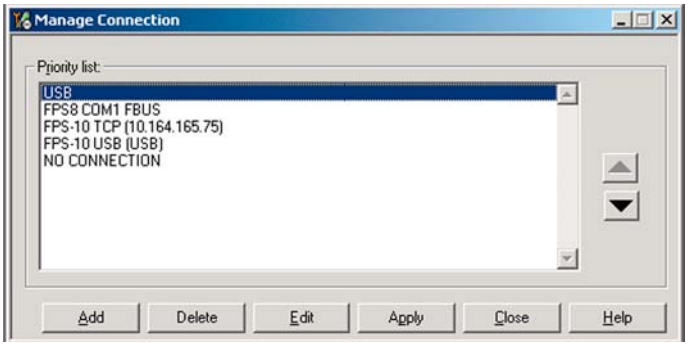

Figure 18 Connections list

The connection is activated, and it can be used after closing the *Manage Connection* window.

The connection information is shown at the right hand bottom corner of the screen.

Figure 19 Connection information

7. To use the connection, connect the phone to your PC with correct service tools. Make sure the phone is switched on, and then choose **File→Scan Product** .

Results

The product support module information appears in the status bar:

Figure 20 Product support module information (example from RM-1)

Installing flash support files for FPS-10

Prerequisites

Note: You need to install flash support files for FPS-10 only, if you don't have the latest Phoenix available or the flash support files have changed after the latest Phoenix release.

- Flash support files are installed automatically, when you install Phoenix. Use Phoenix packages later than June 2006.
- Normally it is enough to install Phoenix and the phone-specific data package because the Phoenix installation always includes the latest flash update package files for FPS-10.
- A separate installation package for flash support files is available, and the files can be updated according to this instruction, if updates appear between new Phoenix / data package releases

Context

If you are not using a separate installation package, you can skip this section and continue with [[[ERROR: Unable to generate link title]]] (page) after installing a new phone data package.

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Steps

1. To begin installation, double- click *flash_update_x_yy.exe* .

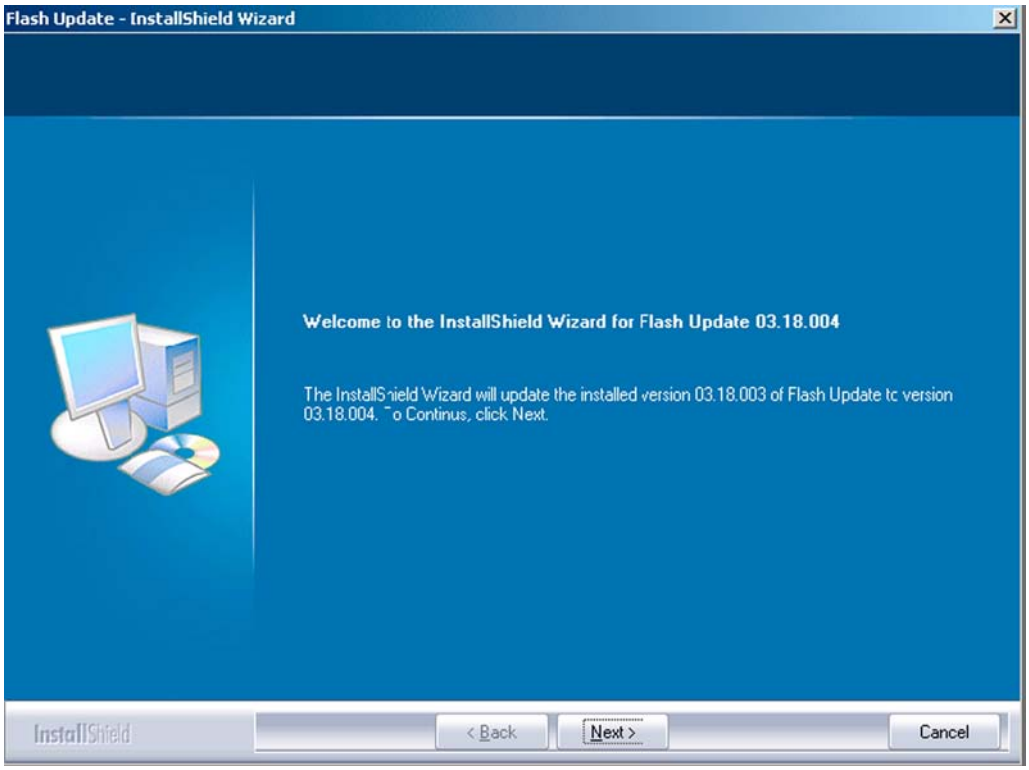
Flash Update - InstallShield Wizard
Welcome to the InstallShield Wizard for Flash Update 03.18.004
The InstallShield Wizard will update the installed version 03.18.003 of Flash Update to version 03.18.004. To Continue, click Next.
InstallShield
< Back
Next >
Cancel

Figure 21 Flash update welcome dialog

If the same version of Flash Update package already exists, and you want to reinstall it, the previous package is first uninstalled. Restart installation again after that.

2. If you try to downgrade the existing version to older ones, the setup will be aborted. If you really want to downgrade, uninstall newer files manually from **Control Panel** and then rerun the installation again.

Flash Update - InstallShield Wizard
You have newer version 03.18.004 of the application.
If you want to install older version 03.18.003 you need to uninstall the current version before.
Setup will exit.
OK

Figure 22 Flash installation interrupted

If an older version exists on your PC and it needs to be updated, click **Next** to continue installation.

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3. It is highly recommended to install the files to the default destination folder *C:|Program Files|Nokia |Phoenix*. Click **Next** to continue.

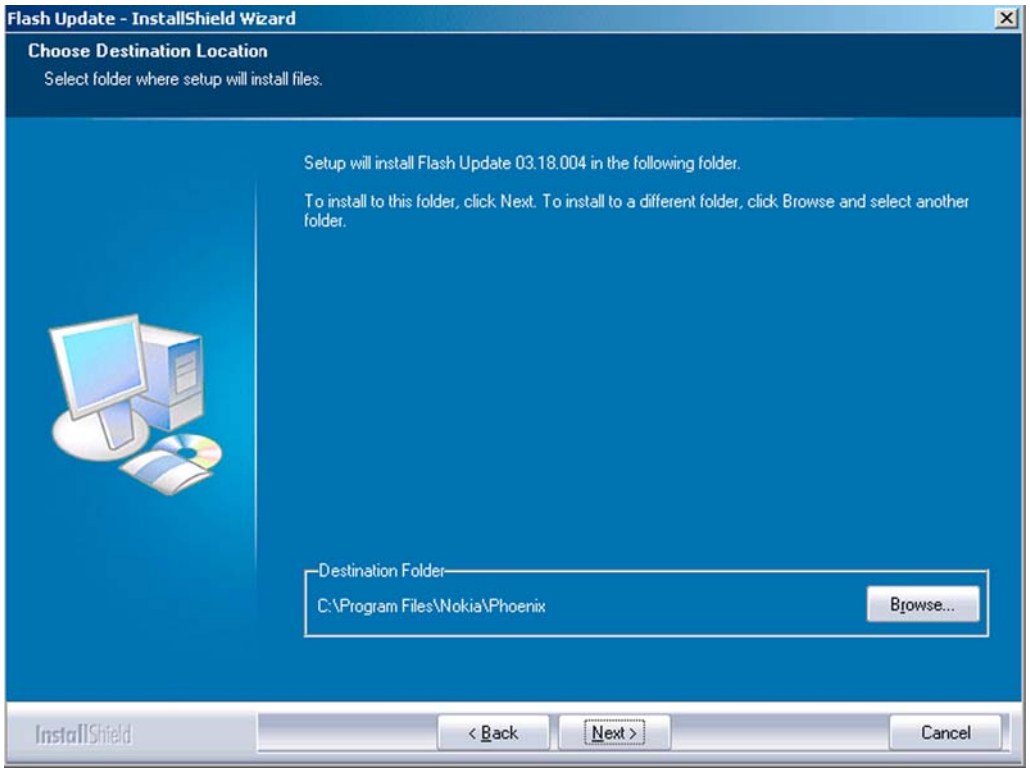
Flash Update - InstallShield Wizard
Choose Destination Location
Select folder where setup will install files.
Setup will install Flash Update 03.18.004 in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\Program Files\Nokia\Phoenix
Browse...
InstallShield
< Back
Next >
Cancel

Figure 23 Flash destination folder

When installing the flash update files for the first time you may choose another location by selecting **Browse**. However, this is not recommended.

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4. To complete the installation procedure, click **Finish** .

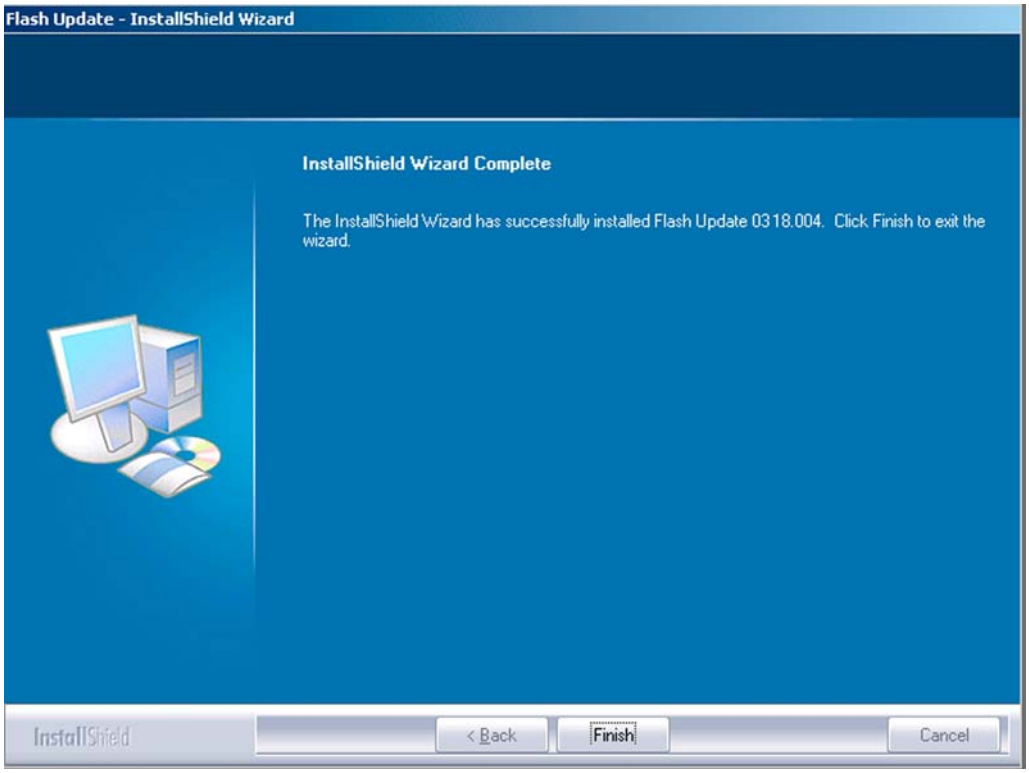
Flash Update - InstallShield Wizard
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed Flash Update 0318.004. Click Finish to exit the wizard.
InstallShield
< Back
Finish
Cancel

Figure 24 Finish flash update

Next actions

FPS-10 flash prommers must be updated using Phoenix!

Updating FPS-10 flash prommer software

Steps

1. Start *Phoenix Service Software* and log in, manage connection correctly for your flash prommer.
2. Choose **Flashing→Prommer maintenance** .
3. When the new flash update package is installed to the computer you will be asked to update the files to your Prommer. To update the files, click **Yes**. Click **OK** if the computer informs you about an unsafe removal of the device.
4. Alternatively you can update the FPS-10 flash prommer software by clicking the **Update** button.

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5. Wait until you are notified that update has been successful; the procedure will take a couple of minutes. Click **OK** to close the *Update Done* window.

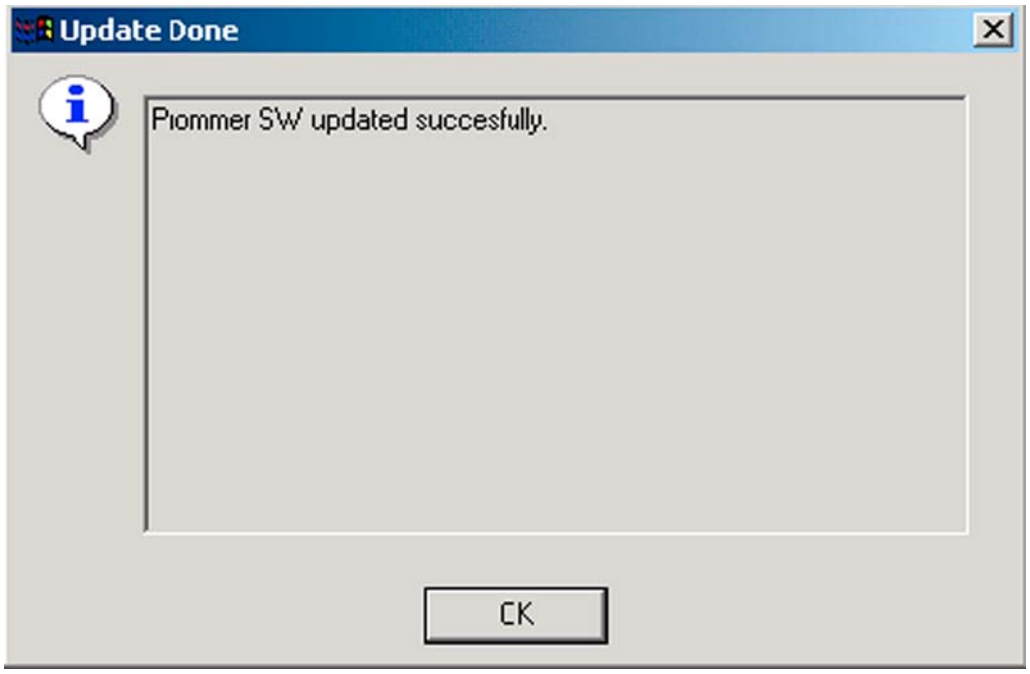

Figure 25 Prommer SW update finished

6. If you are using the FPS-10 flash prommer, check that it is detected from the progress info. Check also the status leds in the FPS-10. The MODE2 led (green), VBAT and POWER leds (red) should be lit. If you are using LAN connection, the LAN led (yellow) should be blinking.
7. Check that your FPS-10 flash prommer has enough memory. Flashing the RM-88 with FPS-10 needs at least 128 MB of SRAM memory in the prommer.

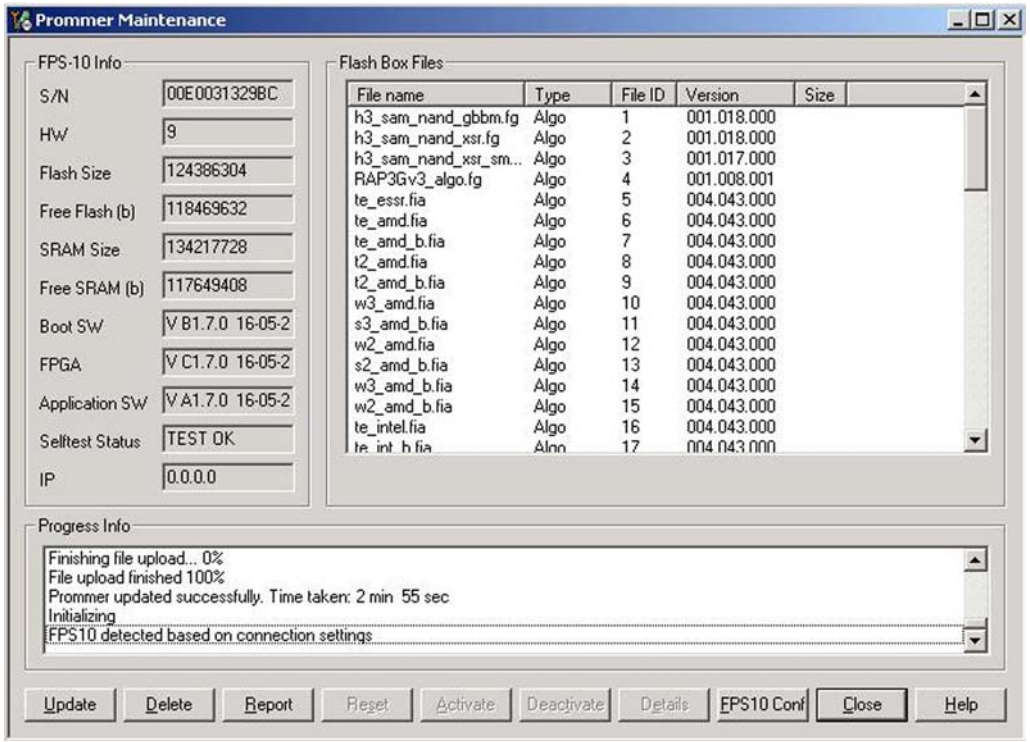

Figure 26 Prommer maintenance window

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Alternative steps

- You can update FPS-10 SW by clicking the **Update** button and selecting the appropriate fpsxupd.ini file in *C:|Program Files|Nokia|Phoenix|Flash*.

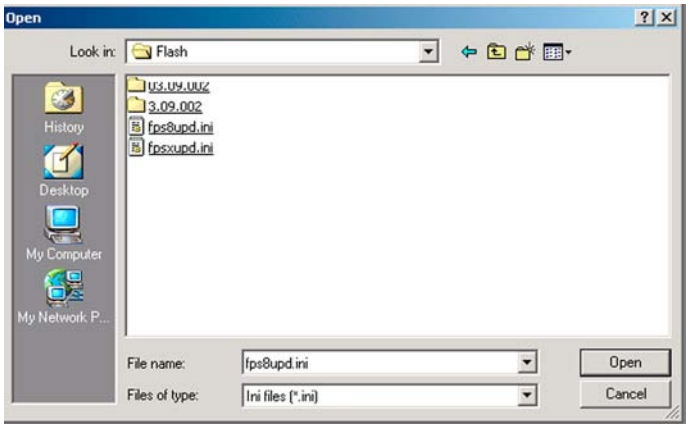

Figure 27 Flash directory window

- All files can be loaded separately to the prommer used. To do this, click the right mouse button in the *Flash box files* window and select the file type to be loaded.

  More information can be found in Phoenix **Help**.

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